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ABSTRACT

Designed to meet the information needs of students and to support curricula, planning, programs, and faculty and administrator research, the reference desk services described include: (1) assistance and instruction in locating and using library materials, (2) assessing interlibrary loan service for patrons and supplying other libraries with materials, (3) supplying and/or compiling bibliographies for staff and faculty members, and (4) providing orientation services and instruction on the use of specific tools and/or subject matter. Forms for recording statistics on inquiries for use in determining resources consulted and deficiencies in broad subject areas are provided. The responsibilities of the reference librarian are outlined, including the development, evaluation, and weeding of materials for the reference area, the law collection, and vertical files, as well as supervision of staff members and establishment of acquisition guidelines, policies, and procedures for periodicals. A flowchart of vertical file material processing is appended. (RBF)

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SPOKANE COMMUNITY COLLEGE LIBRARY

PUBLIC SERVICES HANDBOOK

(Reference Service)

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Betty K. Waesche

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

Betty Waesche, Reference Librarian
June, 1981

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REFERENCE SERVICE POLICIES

I. Introduction

A. Philosophy and nature of Reference Service

The most important aspect of reference service is the patron and the provision of an end-product in terms of the information he seeks. Guidance and direction is provided library users -- from personal assistance to formalized, interpretative lectures. Of high value to the reference services operation is indirect patron assistance in tne form of interlibrary cooperation and open lines of communication between patron and staff. Because it is believed that the way a department functions determines the character of its service, the Library is committed to the collection of relevant statistics, the establishment of goals and the policies to implement them, and continual evaluation of established and specific procedures.

B. Purpose of this handbook

In an effort to provide our library users with service which is consistent with the philosophy expressed above, the following reference service handbook has been drawn up. General guidelines for handling inquiries are included so that the patterns of the public services of the library may be consistent. Because of the Library's service commitment, it is realized that users' needs and patterns do not remain constant. An effort will be made to reevaluate the policies included here on an annual basis.

II. Types of Service

A. Generally, the reference service function is to provide information or products intended to meet the informational needs of users.

B. Specific Services

1. Reference Desk

a. Reference service is available at the Reference Desk from 9:00 A.M until 2:30 P.M. daily. Library users are helped to find answers to specific questions, gather statistics, gather biographical information, etc.

b. Patrons are guided and instructed in the use of the Library card catalog, computer-assisted data bases, periodical indexes, bibliographies, etc.

c. Patrons receive help in verifying items in the Library or not in the Library -- including assistance in obtaining information about items they intend to purchase, or request through Interlibrary Loan.

d. Assistance is given as needed to locate library material owned by the Library.

e. Instruction in methodology and bibliography is provided (e.g., how to bibliographically cite an article in a periodical.)

2. Interlibrary Loan Service

a. Patrons identified as those associated with Spokane Community College (e.g., currently enrolled student, faculty member, etc.) are able to access Interlibrary

Loan Service.

b. The Reference and Circulation operations cooperate to provide Spokane Community College Library materials to other libraries requesting them according to established Interlibrary Loan protocols.

c. Answers to informational requests from other libraries are provided when resources and staff time exist.

3. Bibliographic Services

a. When locally available, published bibliographies are made available to staff and faculty members upon their request.

b. Bibliographies created by the Library are also available to staff and faculty members who request them.

c. Current awareness service exists in the provision of displays of topical material and appropriate signage. Faculty and staff members, so indicating their need for such a service are alerted when material they ordered is available to them through the Library.

4. The Public Services Librarian provides orientation service to groups and instruction on the use of specific tools and/or subject matter, as requested by instructors.

III. Library Users

A. A variety of Reference Services is available to Library patrons so requesting them.

B. For purposes of policy making and record keeping, Community College District #17 Library patrons are frequently broken down into the following categories:

1. Students currently enrolled,
2. Staff, faculty, and administrators,
3. Individuals not directly associated with District 17 programs and/or positions.

IV. Priorities - The primary responsibility of Reference Service is meeting the informational needs of Spokane Community College students, and supporting curricular planning, programs, and research of the faculty and administration.

V. Reference Desk Service Policies and Procedures

A. General guidelines

1. Reference Service is available at the Reference Desk from 9:00 A.M. until 2:30 P.M. daily and is provided by the Public Services Librarian and the Reference Librarian.
2. Reference Service through Public Service personnel is available from 7:30 A.M. until 9:30 P.M., Monday through Thursday, and from 7:30 A.M. until 4:30 P.M. on Fridays, throughout the regularly scheduled school year.
3. Primary responsiblity for Reference Service is that of the Reference Librarian.
4. Personnel assigned to the Reference Desk take an active helping role as they work (i.e., maintain visual contact with the card catalog, seek to develop an awareness of unspoken informational needs on the part of the Library users, etc.).
5. Personnel assigned to the Reference Desk may work on short-term, routine projects, but not those demanding the attention which should be directed to patrons and their needs.

6. Work/study students are instructed to refer patron search or research queries to professional library personnel.

B. Recording statistics and questions

1. Reference inquiries are recorded on forms, "SCC Library Reference Service Record" (See Appendix I.)

2. The Reference Librarian compiles the inquiries, so recorded, at the end of each quarter, so they may be examined from the standpoint of results attained, resources consulted, and collection deficiencies in terms of broad, classified subject areas. Resulting statistics are forwarded to the Library Director and the Acquisitions Librarian.

3. Directional inquiries are recorded by number only, by work/study students, Public Services, and Reference personnel at the Circulation Desk (see Appendix II.) When it is ascertained that directional signage is required through repeated questions, action is taken and appropriate signs created and displayed.

C. Reference needs may be negotiated and met by phone.

VI. The Reference Collection

A. Any resource which meets an informational need is considered reference media. (This includes human resources.)

B. It is the responsibility of the Reference Librarian to develop and continuously evaluate and weed the materials in the Reference area of the Library.

1. Reference acquisitions are based upon a variety of criteria, such as: expressed user needs relative to the existing collection; favorable reviews or inclusion in basic reference collection guides; faculty recommendation.

2. Some of the review sections regularly read are in these journals:

   Booklist

   Choice

   College & Research Libraries

   Journal of Academic Librarianship

   Library Journal

   RQ

   Wilson Library Bulletin

3. The Reference Librarian maintains a desiderata file of order cards, alphabetically arranged by title.

4. The reference collection is weeded in these ways:

   a. Many continuations and directories are automatically weeded throughout the year. In some cases (e.g. Fodor's travel guides), older volumes may be reassigned to the stacks.

   b. Badly worn, defaced, superseded editions, and works whose subject matter is such that current information is required by the majority of patrons are considered for weeding.

C. Materials in the Law Collection, Archives, and Indexes and Abstracts are also the responsibility of the Reference Librarian.

D. The Reference Librarian selects, weeds, and establishes procedures for processing Vertical File materials. (See Appendix III.)

E. The Circulation of Reference Materials

1. Ordinarily, the materials in the Reference Collection do not circulate.
2. The decision as to whether or not Reference material may circulate is the responsibility of the Reference Librarian.
3. When Reference materials circulate, they usually do so on an overnight or weekend basis.
4. Single volumes of Reference materials published in multi-volume sets are not circulated at any time.

VII. Interlibrary Loan Service (This handbook, Interlibrary Loans.)

VIII. Bibliographic Services

A. Requests from patrons

1. List bibliographies are compiled by the Public Services Librarian and the Reference Librarian upon request by the College faculty and/or administration. (See Appendix IV.)
2. Students may receive help in constructing bibliographies through planned, large-group instruction or individual assistance.

B. Current awareness services

1. There are no present plans to provide current awareness services through the local publication of professionally compiled bibliographies.
2. Through revolving book exhibits in the "etc." area of the library and the special location of new materials, a certain amount of current awareness service has been established.

IX. The Reference Librarian

A. Philosophy

1. It is the belief of the Reference Librarian that the Library is an organization whose product is information and whose users receive that information in two forms: attitudinally and intellectually. Additionally, how a library user may feel about information seeking and its resolution is as important as the intellectual content of the information product.

B. Duties

1. The selection, preparation and weeding of the library Vertical File, which now contains material on 894 subjects, is the responsibility of the Reference Librarian. It includes assigning subject headings according to those established by the Library of Congress, typing and filing cards according to rules established by the American Library Association, and developing circulation policies and procedures.

2. The Reference Librarian establishes acquisitions guidelines, policies and procedures for periodicals, has the responsibility for periodical circulation policies, the maintenance of and routing procedures and policies, as well as annual publication of the library's Guide to Periodicals. (See Serials Operation Handbook.)

3. The reference collection, acquisitions and deselection, including standing orders, looseleaf services, indexes and abstracts, law and atlases is also his/her responsibility.

4. Other duties include the supervision of four library staff members; one Library Technician III who maintains the multi-type resource area, and three part-time employees; additionally, the Library

Secretary as she checks in, orders, cancels and claims library periodicals, and one Circulation Technician as she processes interlibrary loan requests from other libraries.

5. Further duties are:

   a. conducting library research for faculty members and the creation of subject bibliographies for them,

   b. the development of reference service policies, procedures, and reports, including the recording of all questions asked at the Reference Desk,

   c. interlibrary loan service for SCC Library patrons at all times throughout the day and the establishment of policies and procedures related to this function,

   d. library displays and special exhibits,

   e. attendance at in-house library meetings, plus other professional meetings and workshops as scheduled. In addition, the reading of more than a dozen professional journal titles each month and book reviews in specialized journals which reflect SCC curricula,

   f. assisting in the training and supervision of public services work/study students,

   g. supporting the efforts of all SCC Library staff members,

   h. being available to those who need assistance with library matters at all times throughout working hours,

   i. meeting with salespersons whith materials in microform or paper format pertinent to areas of responsibility,

   j. teaching individuals and groups in library research skill development.

APPENDIX I

SCC LIBRARY REFERENCE SERVICE RECORD

SCC LIBRARY Reference Service Record

Date_____ Time_____ Question: DDC_____ Sources consulted:	Duration: __under 15 min. __15-30 min. __30-60 min. __over 60 min. Recommended for collection development:	Result: __unanswered __source supplied __ILL __fully answered Potential use of information: (What class, course of study, etc
Date_____ Time_____ Question: DDC_____ Sources consulted:	Duration: __under 15 min. __15-30 min. __30-60 min. __over 60 min. Recommended for collection development:	Result: __unanswered __source supplied __ILL __fully answered Potential use of information: (What class, course of study, etc
Date_____ Time_____ Question: DDC_____ Sources consulted:	Duration: __under 15 min. __15-30 min. __30-60 min. __over 60 min. Recommended for collection development:	Result: __unanswered __source supplied __ILL __fully answered Potential use of information: (What class, course of study, etc
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Date_____ Time_____ Question: DDC_____ Sources consulted:	Duration: __under 15 min. __15-30 min. __30-60 min. __over 60 min. Recommended for collection development:	Result: __unanswered __source supplied __ILL __fully answered Potential use of information: (What class, course of study, etc
Date_____ Time_____ Question: DDC_____ Sources consulted:	Duration: __under 15 min. __15-30 min. __30-60 min. __over 60 min. Recommended for collection development:	Result: __unanswered __source supplied __ILL __fully answered Potential use of information: (What class, course of study, etc

APPENDIX II

SCC LIBRARY DIRECTIONAL

SERVICE RECORD

SCC LIBRARY DIRECTIONAL

SERVICE RECORD

Month_____Year_____

M	T	W	TH	F

TOTAL_____

APPENDIX III

VERTICAL FILE POLICIES AND PROCEDURES

VERTICAL FILE MATERIAL PROCESSING - PROCEDURAL STATEMENT

1. The Reference Librarian selects material to be placed in the Vertical File and assigns a subject heading using terms authorized by the Library of Congress.

2. Undated materials are stamped with the current date, year and month.

3. Materials given a check-mark in the upper right-hand corner of the outside, front cover or first page, are padded for library security purposes. The pad is placed in a position which will not obscure pertinent text.

4. Ownership stamps are placed, if possible, on the front of the material, in a low, centered position.

5. Subject headings are typed on white, self-stick labels, in capital letters. The labels are affixed to the back of each piece of material in the upper, right-hand corner.

6. Materials are stamped "VF" or the back and front, in the upper, right-hand corner.

7. A check must be made to assure access to material by verifying the availability of cards in both the public catalog and the Reference Office Vertical File shelf list.

8. If a subject heading is being "established" (i.e., has not been used previously) a file folder is prepared by typing the appropriate heading on an orange-banded, self-stick label, in all-capital letters. Catalog cards must also be typed. A Vertical File card will be prepared which will be filed in the Subject Section of the card catalog. A plain card will be prepared for the Reference Office Vertical File shelf list. No typing errors or corrections are permissible on cards which will be filed in the public catalog. One-line subject headings are to start directly over the third letter of the information found on the body of the Vertical File card. All-capital letters are used and all subheadings are divided by "space, double hyphen, space".

ALCOHOL AS FUEL

The library has pamphlets and other documents available in the Vertical File on this subject. Please ask for assistance at the circulation desk if you have trouble locating them.

9. If material has been previously cataloged, all formerly assigned call numbers, pockets, stamps (e.g., "Reference"), etc. shall be removed or obliterated.

10. A running count of VF materials is kept on a slip of paper located at the front of the tray for Vertical File materials, located in the Reference Librarian's office.

11. Materials filed in the Local Business File are labled both on the material itself and the file folder (see below) to assure accurate refiling after examination &/or circulation.

AMFAC ELECTRIC SUPPLY CO.

File in Local Business File

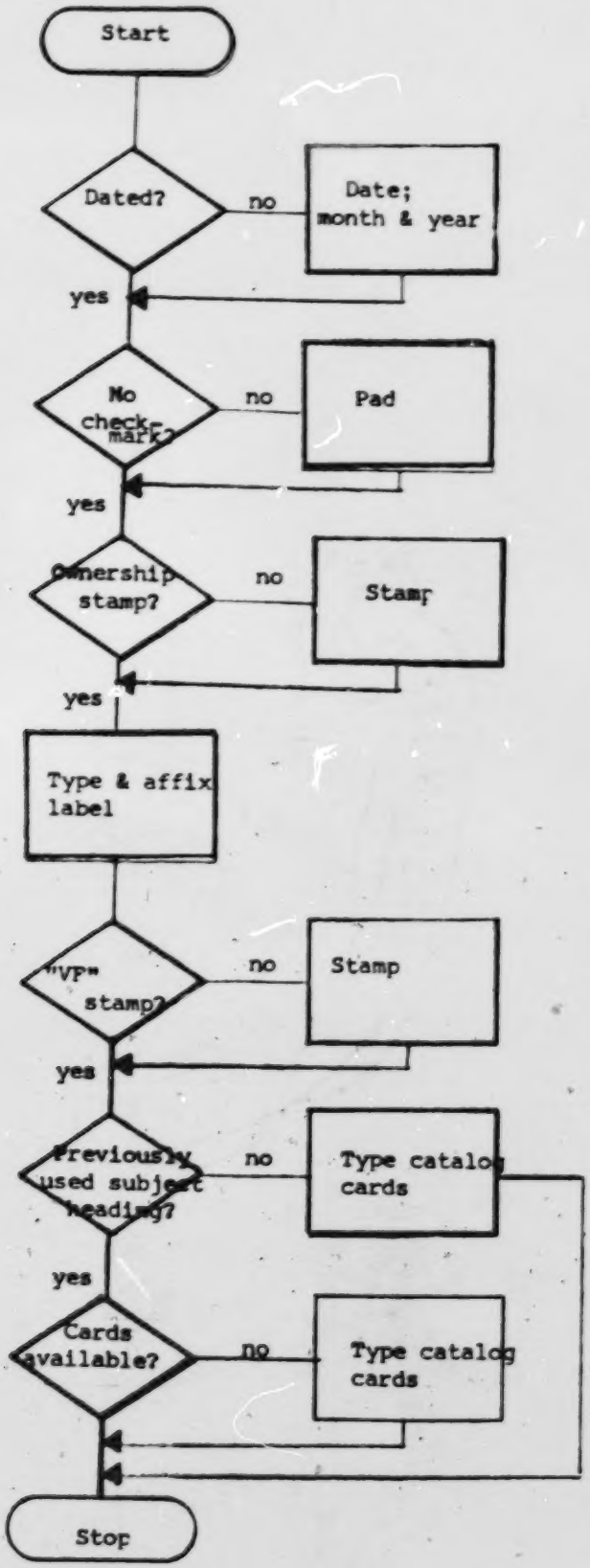
Amfac

P.O. Box 3230
Honolulu, Hawaii 96801

AMFAC ELECTRIC SUPPLY CO. V.F

File in Local Business File

VERTICAL FILE MATERIAL PROCESSING - A FLOWCHART



APPENDIX IV

REQUEST FOR REFERENCE SERVICES

Spokane Community College Library

Request For Reference Services

Name _____ Date _____

Research for the following department, course, program, etc.: _____

Statement of informational need (Please be as specific as possible.):

Please check resources you wish to have searched and how far back you wish the search to begin.

	From	To
__ ERIC (Resources in Education)	____	____
__ Education Index	____	____
__ Cumulative Index to Nursing & Allied Health Literature	____	____
__ Business Periodicals Index	____	____
__ Public Affairs Information Service Bulletins	____	____
__ Applied Science & Technology Index	____	____
__ Biological & Agricultural Index	____	____
__ Hospital Literature Index	____	____
__ Biography Index	____	____
__ Reader's Guide to Periodical Literature	____	____

__ Spokane Community College Library card catalog

__ WLN (Washington Library Network) for materials available through Interlibrary Loan

__ Other (Please specify): _____

_____

_____

Date needed _____

Phone number or extension at which you can be reached _____